

System Management Services

DISCIPLINES

- Problem/Change/Configuration Management
- Performance and Capacity Management
- Network/ Events Monitoring
- Software Distribution
- End User Support
- Asset Management (deferred)
- Disaster Recovery (Best Practice)

DOMAIN STRATEGY

Provide a common framework of Systems Management standards, products and services within a defined architecture, to manage Information Technology infrastructure and applications.

DOMAIN PRINCIPLES/BOUNDARIES

- Prefer/select technology that adheres to widely accepted and recognized standards.
- Integration and interoperability and ease of use will be considered.
- Technology must be manageable, scaleable, reliable, securable and support 24 x 7 operations.
- TCO will be used to influence product choices.
- Bias will be given towards technologies where the required skill sets are available.
- Technology vendors will be selected that have good/excellent support and are judged to be viable for the life of the technology.
- Consideration will be given to the installed technology base in all ESM product decisions.